



Backlog Update

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House Health and Human Services Committee
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Agenda

Resolution Activities

- System Update and Enhancements
- Staffing Increases
- Process Improvements
- 5 Point Plan for Long Term Care

Active Backlog

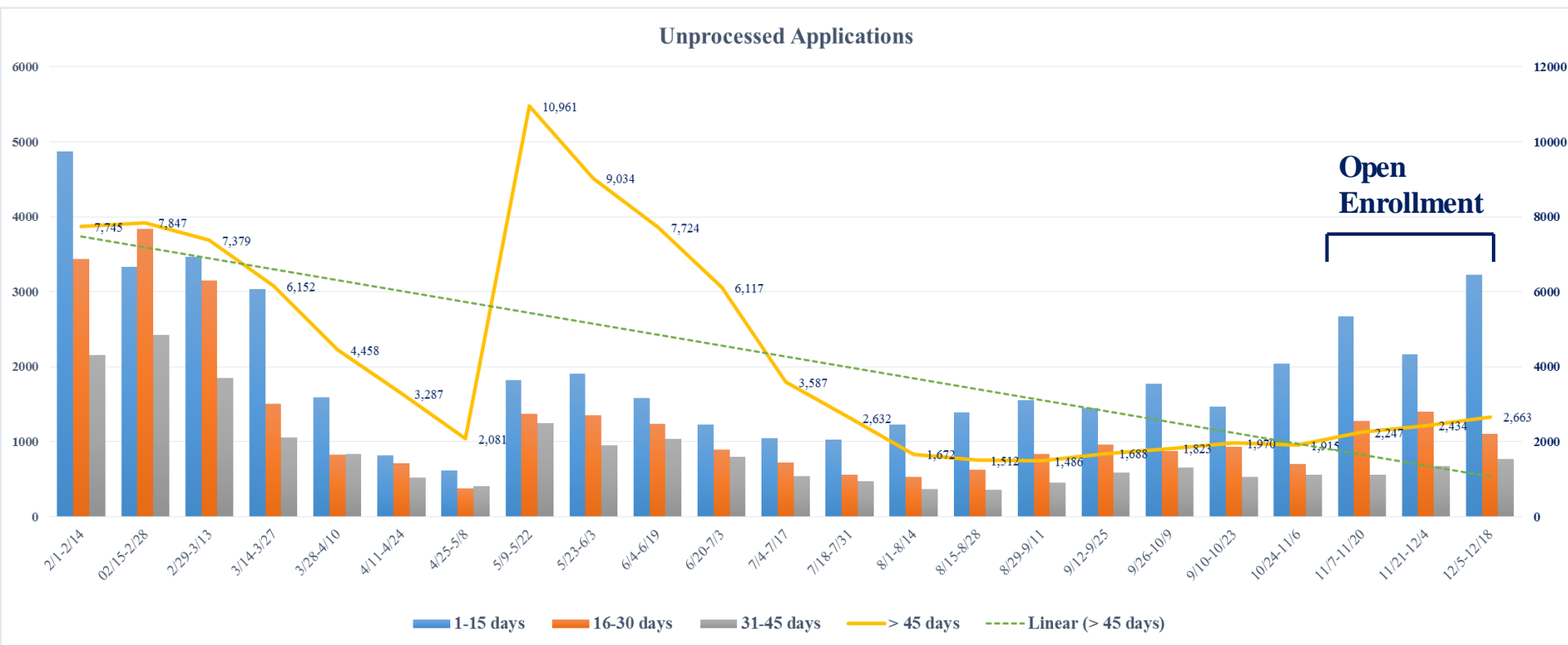
- Actual number of active unprocessed applications is 1,276.
- Total backlog of 2,663 includes pending and Information Received On Denial (IROD) applications.

Total number of other applications and redeterminations	
	> 45 days
Unprocessed Applications - Total	2,663
- Unprocessed Applications -Pended	946
- Unprocessed Applications - IROD < 45	441
= Unprocessed Applications - Approx	1,276

Active Backlog Calculation Factors

- The report appears to show 2,663 applications are backlogged.
- Of the above, 1,276 represents actual active backlog.
- 946 of the 2,663 are pended and awaiting additional information from applicant.
- Approximately 441 are designated “Information Received on Denial” or IROD.
 - *If an individual applies and is denied, and then reapplies, the system reports the original application date, not the date of the new application.*

Backlog Trend



System Dividends of KEES

- Since Go-Live, KDHE and the KEES Vendor (Accenture) have developed and implemented 17 major system enhancements to improve system performance across these functional areas:
 - Eligibility
 - Customer Service
 - Imaging
 - Data Entry
 - Registration

KEES Dividends

- The Self Service Portal (SSP) allowed 59,723 people to apply for Medicaid and SCHIP benefits online through, December 15, 2016. This represents 36 percent of the total applications received.
- KDHE is expected to receive approximately 65,695 online applications in 2017.
- We are working on strategies to encourage more applicants to use the online process.

Staffing

- Clearinghouse vendor (Maximus) added 40 temporary staff for calendar year 2016 with additional 70 staff added in July.
 - 50 of these staff are specifically trained to process Family Medical applications.
 - This additional staff will also mitigate federally facilitated marketplace applications (FFM) from creating backlog.
- State has augmented staff by 20 temporary workers.
 - 12 of these are for registering FFM applications during the ACA open enrollment period.
- Staff working overtime as needed.

Process Improvements

- Internal and external process reviews to identify work flow improvements:
 - Internal - continuously working to identify process improvement opportunities with state staff, Maximus and Accenture.
 - External — worked with process experts to assess workflow and identified and implemented a number of short-term and long-term improvements.
- Clearinghouse vendor installed a new call management system that better serves beneficiaries.
 - Since February 2016, the overall average speed to answer has declined from 27 minutes to about 55 seconds and the maximum wait time has declined from over 1 hour and 22 minutes to less than 10 minutes.

LTC Backlog Reduction

5 Point Plan for Long Term Care

- Increase from 50% to 90% advance payment for any LTC application over 45 days.
- Hotline for LTC facilities and staff only.
- Finalize checklist/manual for LTC facility staff so they can better assist their residents in the application process.
- Create an easily accessible eligibility webinar for existing and new nursing facility staff. Encourage all nursing facilities to educate their employees and complete and/or review the online webinar as necessary.
- Utilize DCF staff to assess the current system and determine a one-touch approach on LTC eligibility.

Nursing Facility Advanced Payments

Total Providers <u>reviewed</u> for advance payment	77
Total Providers <u>approved</u> for advance payment	74
Amount Paid	\$ 2,507,594
# of individual payments requested	1,401
<i>Advanced Pay or Eligibility Approved</i>	513
<i>Denied Not Eligible or Criteria Not Met</i>	397
<i>Duplicate</i>	491
Total	1,401